

104011/18/04

Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: **UTILITIES INFORMATION ASSISTANT**

DEFINITION

Under general supervision, to promote increased customer awareness of efficient uses of energy and water resources through the dissemination of educational and informational materials; to assist with the planning and implementation of the City's energy Survey and Weatherization Programs; and to do related work as required.

REPORTS TO: Utilities Marketing Communications manager

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the utilities marketing communications Manager. Exercises close to general supervision over temporary part-time staff.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Answer inquiries concerning energy and water use and departmental activities and programs.
- Assist with the supervision of the part-time staff who are engaged in conducting energy surveys and weatherization to seniors and the handicapped.
- Contact individuals and groups to arrange for presentations, workshops, or in-home visits.
- Assist in training and informational workshops and presentation on energy and water-saving opportunities.
- Assist in preparation of informational for the City of Riverside's Energy Commission and also take notes and prepare the minutes.
- May assist in planning and preparation of a variety of informational and educational materials.
- Assist with the keeping of divisional records.

QUALIFICATIONS

Knowledge of:

- Basic principles and participates of energy management.
- Concepts and participates of communication, education, and information dissemination.
- Basics accounting and financial practices as they relate to division activities and goals.
- Modern offices participate, procedure, and equipment, including personal computer applications.

Ability to:

- Compile and maintain complex records and files.

- Understand, interpret, and effectively communicate energy information and programs to the public.
- Relate to people of all ages and from a variety of background.
- Select, supervise, train, and value part-time staff and volunteers.
- Use a variety of audio-visuals and photographic equipment.
- Work weekends and evenings as required.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a high school diploma, preferably with additional studies in discipline which emphasizes communication and information dissemination.

Experience: Three years of increasingly responsible advance clerical experience working with the public on a regular basis. Utility Experience is highly desirable.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Utilities Information Assistant

TO: Utilities Programs and Services Representative